Knowledge Center Operational Group (KCOG)

Designated Help Desk and Local Liaison Personnel

Background: The KCOG is soliciting input for designated help desk and local liaisons from the local agency directors. Currently, a large majority of the agencies have people designated.

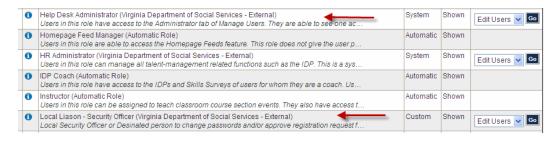
To access a list of people who are designated help desk, follow this trail:

Home >> Administration >> Manage System >> Roles

Step 1: For this point, hit search and all roles will populate.

Roles Use Search to find existing system and custom roles. View users who are cu contains domains, select the domains for custom roles. Search To perform a search, enter keywords in the Search Text field. Select items fi Search Text Search Type Type Visibility User Search This Domain Only

Step 2: Hit go in the appropriate role to populate.



Step 3: At this point, you can do the following:

- 1. Hit enter to populate all names that are assigned.
- 2. Enter a specific name to see if they are assigned.
- 3. Or hit go adjacent to add user, to add another use.

Edit Users	<i>1</i>	
Simple Search	nced Search	
Type a last nume, first name or both and then click Search to find existing users. Use the Page menu to add users.		
	Last Name Add User ✓ Go	
×	First Name	
Search		